# MS-720T00: Microsoft Teams Voice Engineer

**Course Contents**

Course outline

Module 1: Plan and configure Teams Phone

After completing this module, students will learn how to plan for and configure Teams Phone, including Calling Plans, Direct Routing, Auto Attendants, Call Queues, Operator Connect, and how to extend Teams Phone with additional services.

*Lessons*

- Plan Teams Phone
- Plan and optimize network performance for Teams Phone
- Migrate Voice Services from Skype for Business Server to Teams
- Configure Teams Phone
- Configure Auto Attendants and Call Queues
- Configure and deploy Direct Routing
- Extend Teams Phone with additional services

*Lab : Prepare the lab environment*

- Configure your lab environment
- Assign permissions

*Lab : Plan for Teams Voice*

- Validate licenses and devices

*Lab : Configure your environment for Teams Voice Usage*

- Evaluate your network with the Network Planner
- Use the Network Testing Tool
- Configure a basic network topology
- Configure Voice Policies
- Configure Emergency Calling
- Configure Audio Conferencing Settings
- Prepare users for calling
- Configure call queues and auto attendants

*Lab : Expand your Teams Voice Environment to use Direct Routing*

- Configure the session border controller
- Configure direct routing settings
- Test direct routing configuration

After completing this module, students will be able to:

- Plan and Configure Microsoft Teams Phone
- Plan and optimize network performance for Teams Phone
- Configure and deploy Direct Routing

Module 2: Manage Teams Phone

In this module, students will learn how to configure Teams Phone users, devices, and troubleshoot Teams Phone voice issues.

*Lessons*

- Configure and manage voice users
- Configure, deploy and manage Teams devices
- Monitor and Troubleshoot Teams Phone

*Lab : Migrate Voice Services from Skype for Business to Teams*

- Configure hybrid environment
- Migrate users to Teams

*Lab : Manage your Teams Voice Environment*

- Manage voice users
- Manage Teams devices
- Monitor and Troubleshoot Teams Phone

After completing this module, students will be able to:

- Manage voice users
- Configure, deploy, and manage Teams devices
- Monitor and Troubleshoot Teams Phone